

Clinical Risk Communication

Dr. Engel

What we say to dogs

Okay, Ginger! I've had it!
You stay out of the garbage!
Understand, Ginger? Stay out
of the garbage, or else!

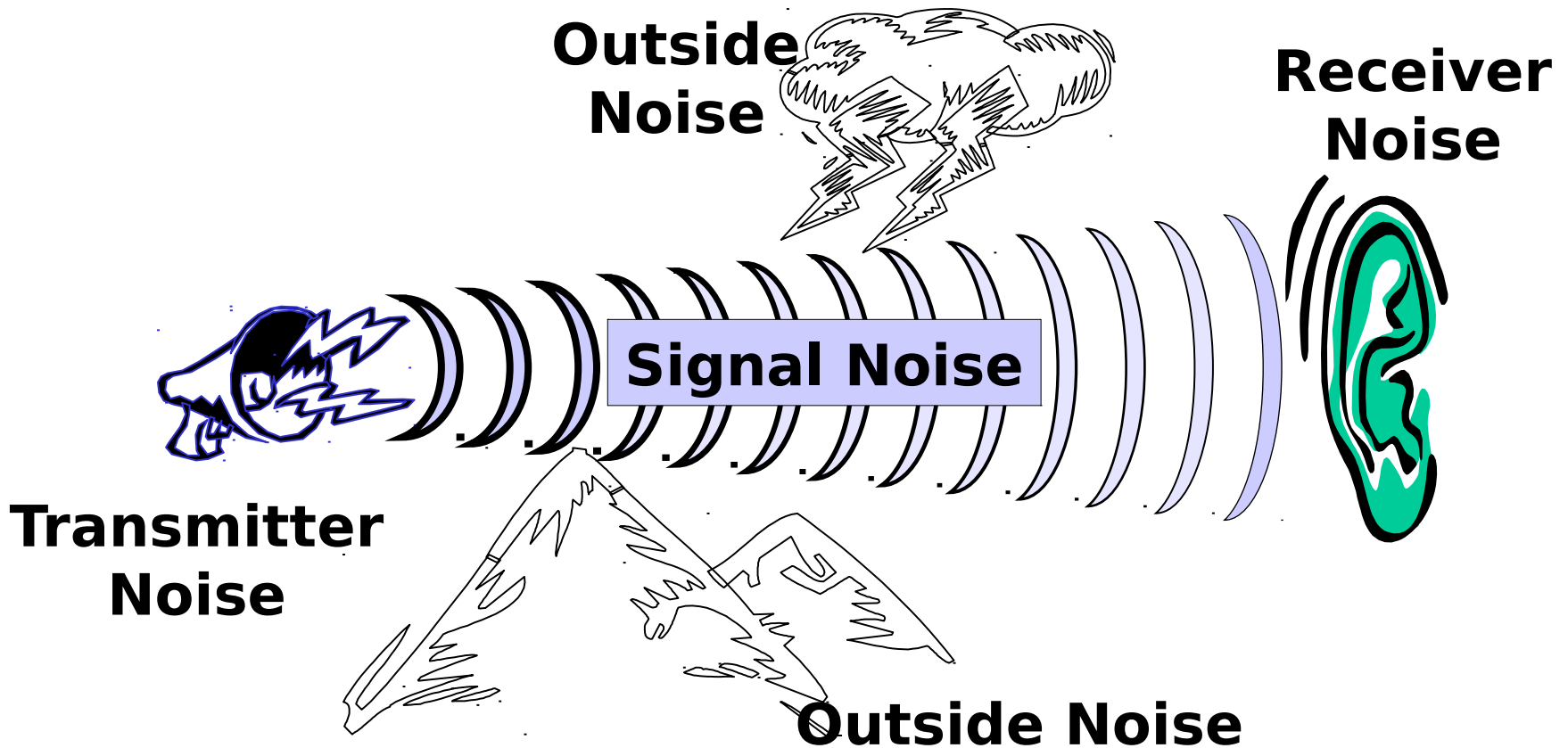


What they hear

blah blah GINGER blah
blah blah blah blah
blah blah GINGER blah
blah blah blah blah...



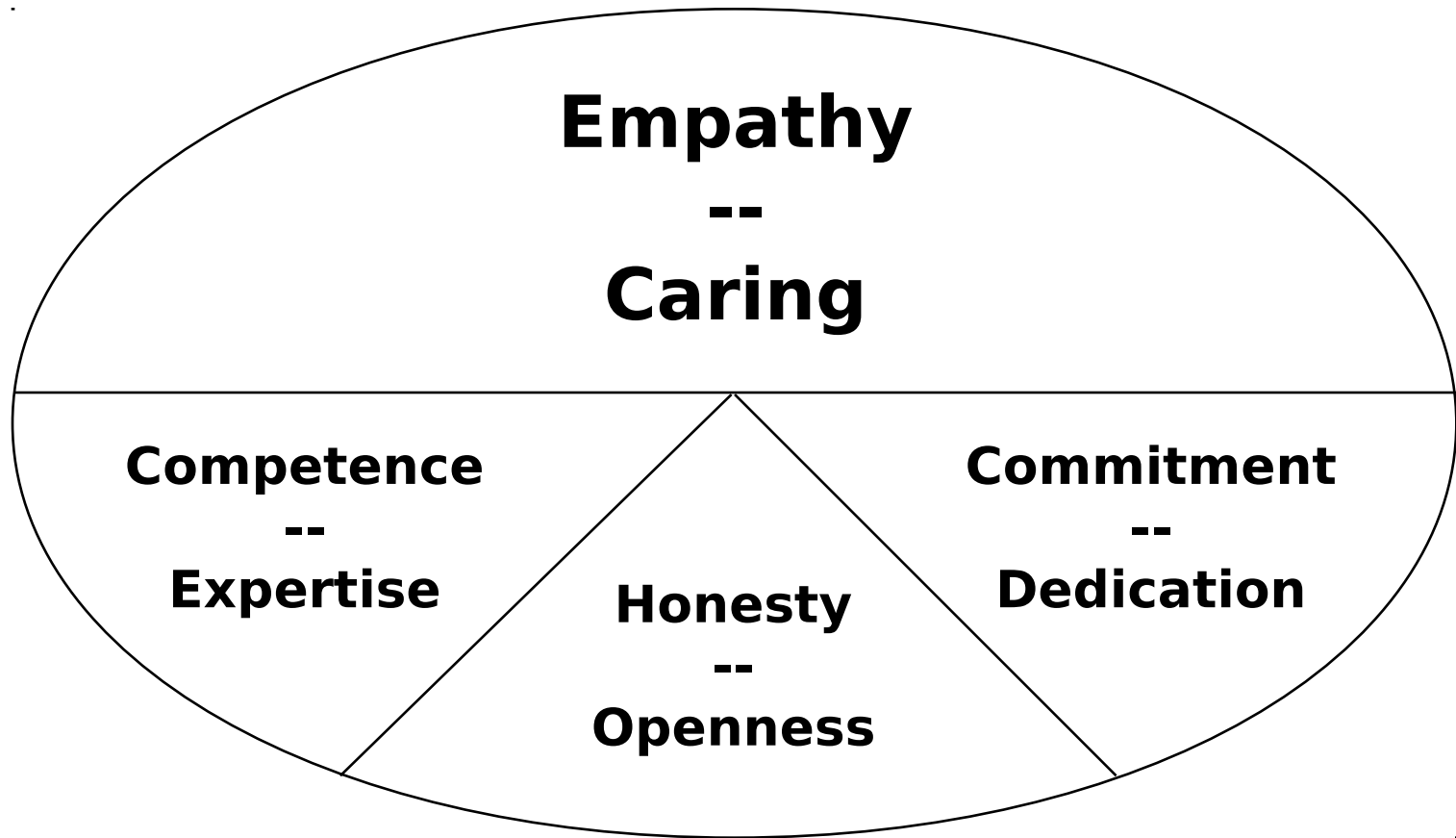
Sources of Distortion



Components of Outrage

- **voluntary** ⇔ **coerced**
- **natural** ⇔ **industrial**
- **familiar** ⇔ **not**
- **memorable** ⇔ **not**
- **dreaded** ⇔ **not**
- **catastrophic** ⇔ **chronic**
- **knowable** ⇔ **not**
- **controlled** ⇔ **not**
- **fair** ⇔ **unfair**
- **morally relevant** ⇔ **not**
- **trust** ⇔ **not**
- **response** ⇔ **not**

Building Trust



Some Common Pitfalls

Jargon

Humor

Confrontation

Worst-case scenarios

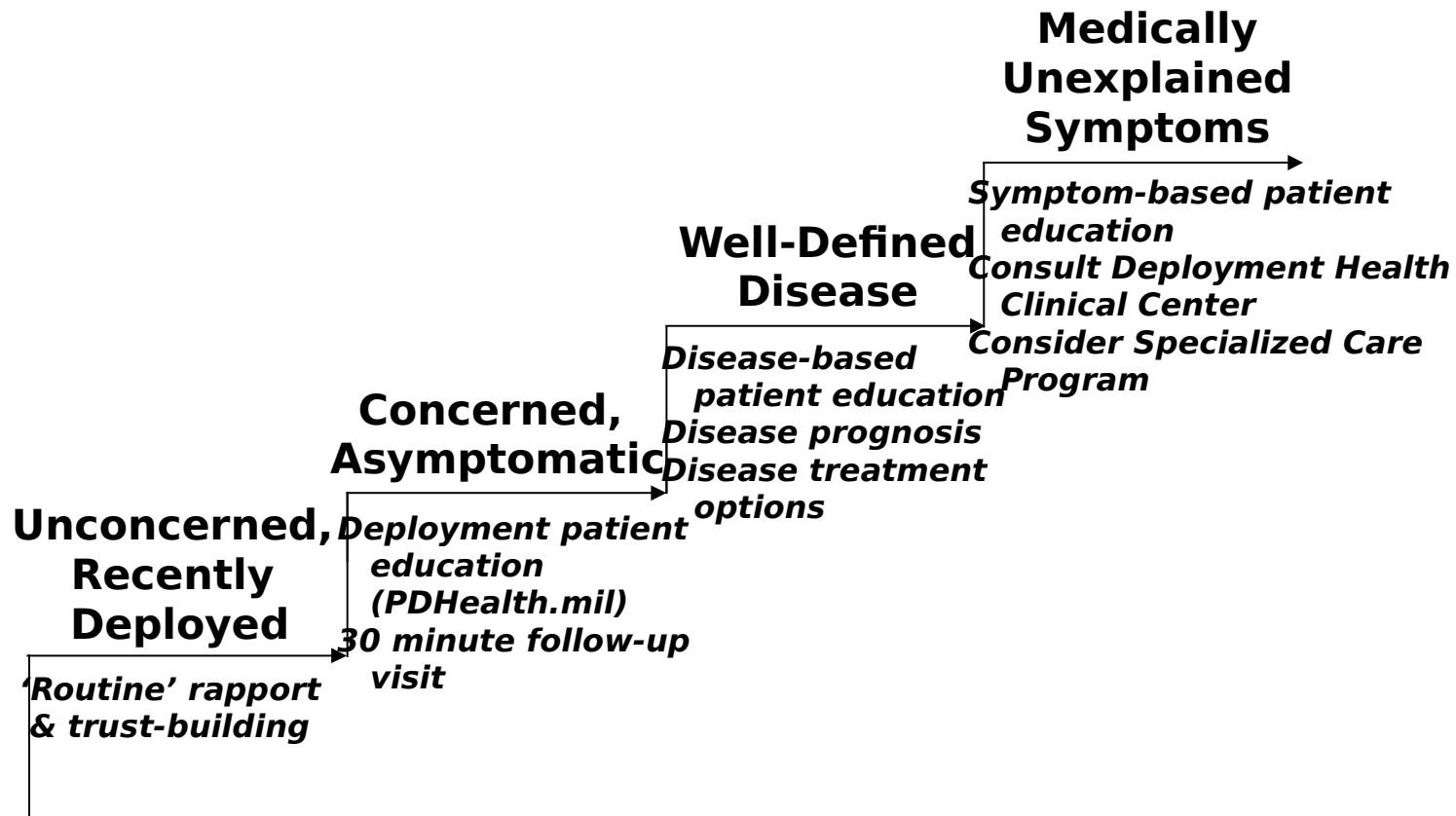
Cost comparisons

Describing the differential

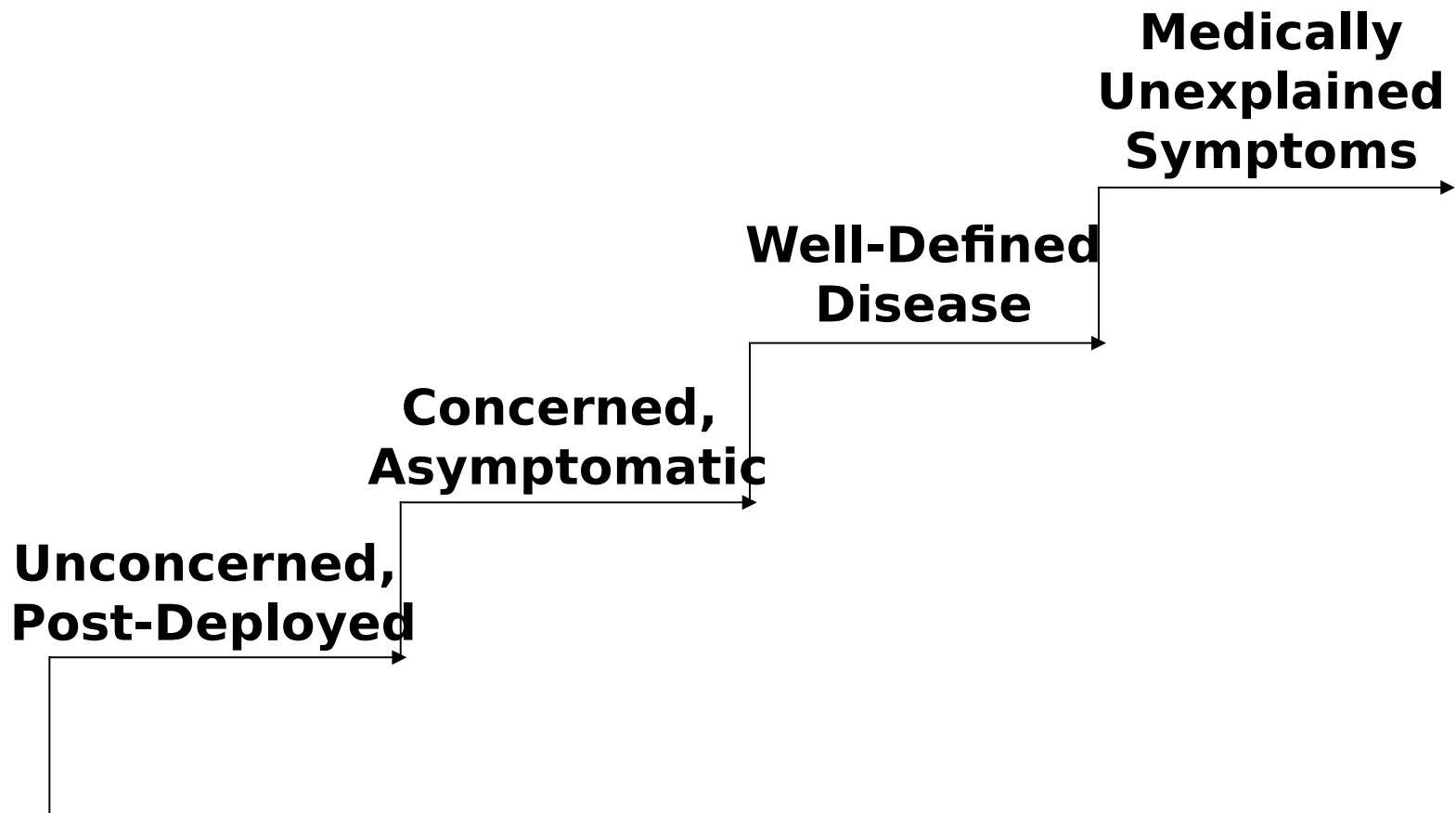
Shotgun testing

Compare risks

Stepped Approach to Risk Communication



Stepped Approach to Risk Communication



Stepped Approach to Risk Communication

**Concerned,
Asymptomatic**

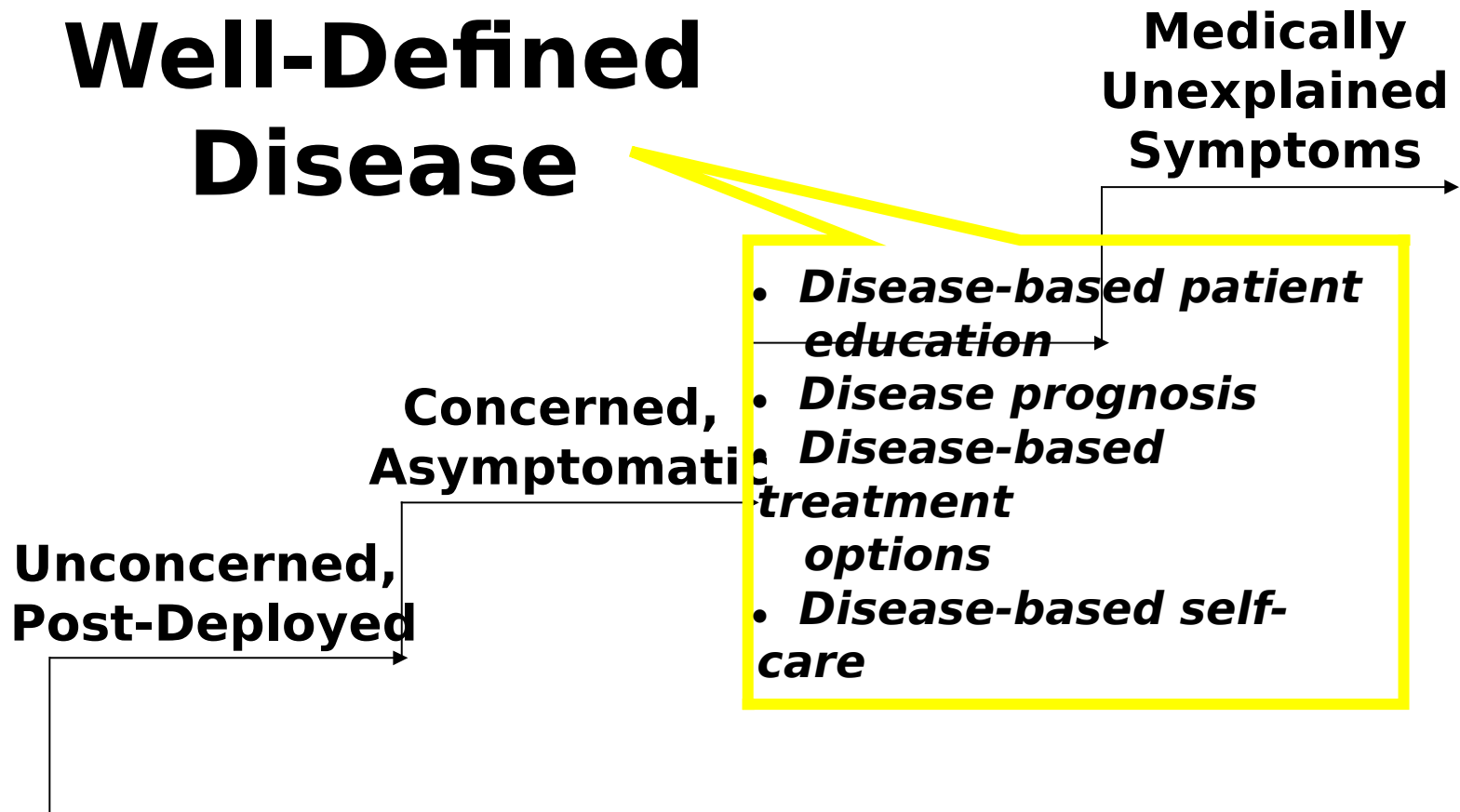
**Medically
Unexplained
Symptoms**

**Well-Defined
Disease**

**Unconcerned,
Post-Deployed**

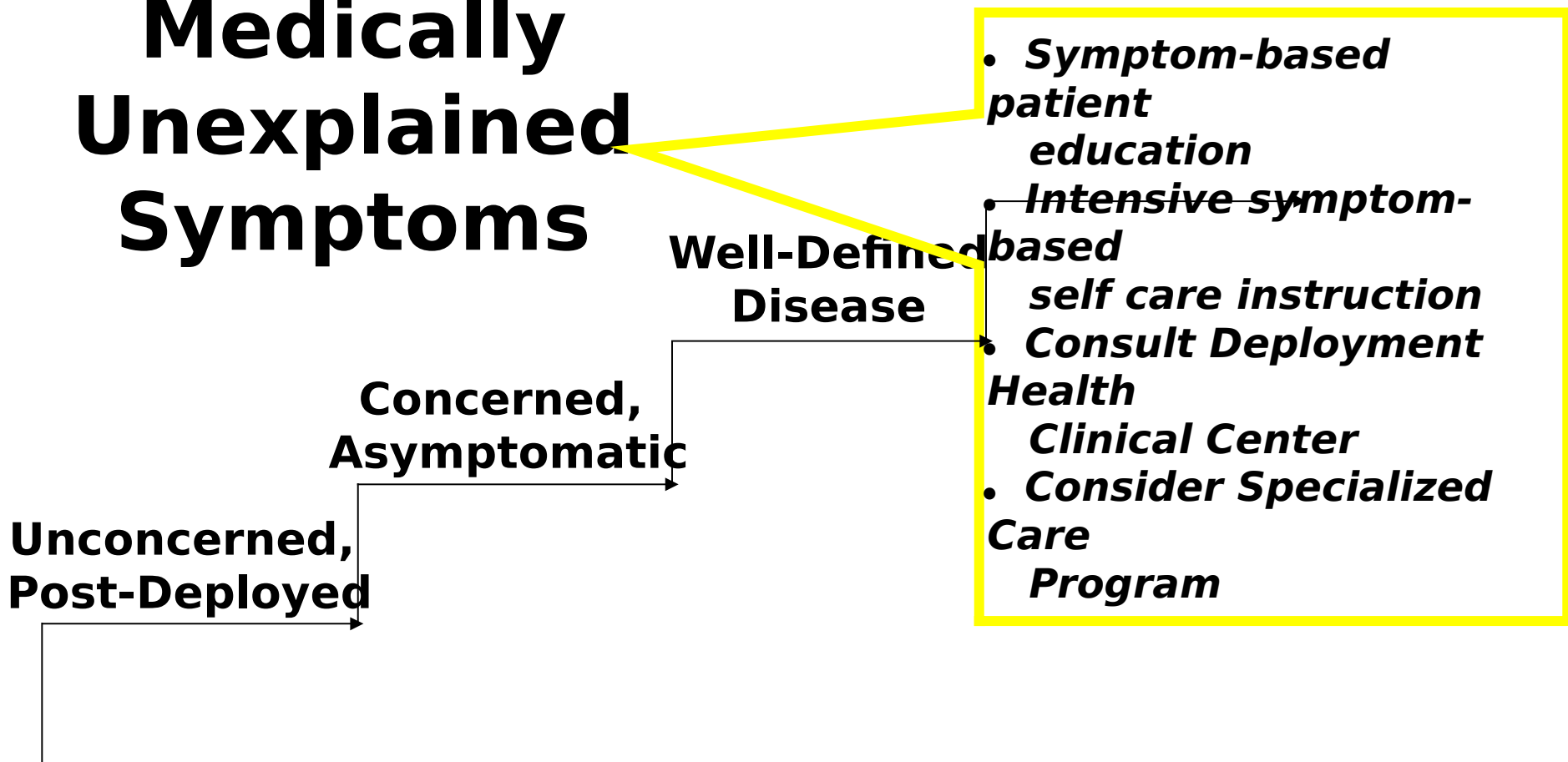
- *Deployment-based patient education*
- *Deployment-based provider education*
- *30 minute follow-on visit*

Stepped Approach to Risk Communication



Stepped Approach to Risk Communication

Medically Unexplained Symptoms



- 1. Arnold LM, Keck PE, Wel JW. Antidepressant treatment of fibromyalgia: A meta-analysis and review. Psychosomatics 2000; 41 (2):104-113.**
- 2. Buchwald D, Garrity D. Comparison of patients with chronic fatigue syndrome, fibromyalgia, and multiple chemical sensitivities. Arch Intern Med 1994; 154:2049-53.**
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- 4. Demitrack MA. Chronic fatigue syndrome and fibromyalgia. Dilemmas in diagnosis and clinical management. Psychiatric Clinics of North America 1998; 21:671-92**
- 5. Engel Jr CC, Katon WJ. Population and need-based prevention of unexplained symptoms in the community. IOM Strategies to Protect the Health of Deployed U.S. Forces. Washington DC: Institutes of Medicine: 1999; 173-212.**
- 6. Hunt SC, Richardson RD, Engel CC Jr. Clinical management of Gulf War veterans with medically unexplained physical symptoms. Mil Med 2002; 167(5):414-420**
- 7. Joyce J, Hotopf M, Wessely S. The prognosis of chronic fatigue syndrome: a systematic review. QJM 1997; 90:723-5.**
- 8. Kroenke K, Swindle R. Cognitive-behavioral therapy for somatization and symptom syndromes: A critical review of controlled clinical trials. Psychother Psychosom 2000; 69(4):205-15.**
- 9. Kroenke K, Spitzer RL, Williams JB. Physical symptoms in primary care. Predictors of psychiatric disorders and functional impairment. Arch of Fam Med 1994; 3(9):774-9.**
- 10. Kroenke K, Price RK. Symptoms in the community: prevalence, classification, and psychiatric comorbidity. Arch Intern Med 1993; 153:2474-80.**
- 11. Leventhal LJ. Management of fibromyalgia. Ann Int Med 1999; 131:850-8.**
- 12. O'Malley PG, Balden E, Tomkins G, Santoro J, Kroenke K, Jackson JL. Treatment of fibromyalgia with antidepressants: A meta-analysis. J Gen Intern Med 2000; 15(9):659-66.**
- 13. O'Malley PG, Jackson JL, Tomkins G, Santoro J, Balden E, Kroenke K. Antidepressant therapy for unexplained symptoms and symptom syndromes: A critical review. J Fam Pract 1999; 48:980-93.**
- 14. Price JR, Cooper J. Cognitive behaviour therapy for adults with chronic fatigue syndrome. The Cochrane Library 1998(4).**
- 15. Reid S, Chalder T, Cleare A, Hotopf M, Wessely S. Chronic Fatigue Syndrome. BMJ 2000; 320(7230):292-96.**
- 16. Walker EA, Unutzer J, Katon WJ. Understanding and caring for the distressed patient with multiple medically unexplained symptoms. J Am Board Fam Pract 1998; 11(5):347-56.**